

# Neighbourhood Centres Queensland Annual Report 2023

A Year of Uplift





Neighbourhood Centres Queensland acknowledge the  
Aboriginal and Torres Strait Islander peoples as the traditional  
custodians of Country; we pay our respects to their  
Elders, Ancestors, land and seas.

Sovereignty has never been ceded.

**It always was and always will be, Aboriginal land.**

#### **About Neighbourhood Centres Queensland (NCQ)**

NCQ is the peak body for place-based Neighbourhood and Community Centres in Queensland.

With over 150 Neighbourhood and Community Centres (NCCs) across the state, our sector represents the largest community-led infrastructure in Queensland. NCQ is here to grow our collective impact by increasing the resourcing, recognition, and relationships of Neighbourhood and Community Centres at the local, state, and national level. We collaborate with our members, partners and government to measure impact and build sector capacity for long-term community and social resilience.

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[www.ncq.org.au](http://www.ncq.org.au)

#### **Front cover photograph**

Anna, a student on placement, holding artworks at West End Community House.  
Photo courtesy of West End Community House.

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# About Neighbourhood Centres Queensland

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Our work in 2022 - 2023 was focused on five key areas:



## Communicating Sector Value

Highlighting the role and importance of Centres and advocating for additional resourcing.



## Demonstrating Sector Impact

Encouraging and supporting research on Centres to demonstrate their impact in communities.



## Growing Sector Capacity

Supporting our workforce through professional development, resource sharing, coordinated actions & more.



## Partnering for Community Outcomes

Building strategic partnerships across sectors to create better outcomes for Queensland communities.



## Influencing Policy for Systems Change

Advancing policy and place-based program design through collaborative processes and advocacy.



# Chair's Report

I couldn't be more pleased to present to you the last twelve months of our organisation's achievements. What has stood out for me this year has been how strong it has been in terms of opportunities to connect and strengthen links between centres.

The fact this has included so many of us coming together to meet face to face, particularly given the vastness of our state, has been even more wonderful. NCQ's values are built on being as representative of the diversity of our membership as possible, and so seeing the level of participation in conferences, online workshops and regional networks has been heartening. As we hear from more voices, and strive to amplify your stories to increase impact, we are seeing the benefits of our collective strength. The success of this strategy is clearly evident from some of the huge outcomes experienced by the sector in recent times. I will leave the CEO and content in this report to do the talking on the specific activities and accomplishments of the year, but want to first recognise Em and the incredible staff at NCQ. On behalf of the board, I wanted to thank and congratulate them for an impressive year. We also acknowledge our funders, supporters and members, without whom so much of our work would not be possible. A personal thanks also to my counterparts on the board, whose passion and wisdom I am so grateful to experience.

Warm Regards,



**Alana Wahl**

Chair  
Neighbourhood Centres Queensland



# CEO's Report

I am delighted to present the annual report for Neighbourhood Centres Queensland, reflecting on the remarkable achievements of our sector and peak over the calendar year 2023. This has been a difficult year for many Queenslanders, and the work and impact of Neighbourhood Centres has never been more critical.

## A Year of Uplift

After budget advocacy in 2022 resulting in the biggest funding uplift for the sector in its history, the neighbourhood centre sector has been active in recruiting new staff, extending hours, enhancing roles and building organisational capacity. This has led to an enormous amount of sector growth within a short period of time and an increase in touch points with our peak body to support centres with this transition. In addition to the funding uplift, the 148 neighbourhood centres funded by the Queensland Government Department of Communities shifted to the new Neighbourhood Centre Guidelines and Specifications on 1st October 2023. This new agreed purpose for Neighbourhood Centres, program logic and reporting framework was culmination of years of work by many stakeholders, and particularly the Strategic Repositioning Committee with the leadership of Minister Leeanne Enoch. The work of the strategic positioning committee has been remarkable in shaping the future of Neighbourhood Centres across the state.

## Peak Body Funding

This financial year marks the first that Neighbourhood Centres Queensland has been funded as the peak body for Neighbourhood Centres, a result of our FY22/23 budget win. We have welcomed new staff members to our team – Sian Finn, Learning and Development Lead, alongside Operations Lead Jacob Amos and Finance Officer Vi Van Le. Their energy, skills and purpose-driven approach align

perfectly with our ongoing staff Chris Mundy (Policy and Research Sector Lead), Melanie Maher (Strategic Communications and Digital Engagement), and Natasha Odgers (Disaster Resilience Projects Lead). A massive thank you to our staff team. Without their commitment, conscientiousness, and creativity, the incredible quality and standard of work in this report would not be possible. A special note to our outgoing Communications and Digital Engagement support worker, Taylor Bast, who has been part of NCQ's journey since her student placement with us in 2021. She has helped to celebrate and increase the visibility of our sector through storytelling, social media and newsletters.

Together with our members and board, the staff team have enabled us to kick some incredible goals this year as demonstrated in our Annual Report.

## Celebrating Our Sector

This year, Neighbourhood Centres Queensland was proud to sponsor the first-ever Neighbourhood Centres Award at the Queensland Community Impact Awards hosted by Queensland Council of Social Service. To see Neighbourhood Centres featured so prominently in the social service sector was an incredibly proud moment after years of diminished recognition. The local place-based, community-led nature of Neighbourhood Centre was highlighted on the evening and was reflected in all the finalists shining a spotlight on our community development expertise. Further celebrations occurred in October at



the Neighbourhood Centres Statewide Gathering where 160 members of the Neighbourhood Centre movement gathered to learn, connect, and inspire one another. Neighbourhood Centres also featured strongly at the Queensland Community Development Conference following the Statewide Gathering.

### **Neighbourhood Centres' in Disaster Resilience**

This year we released our Queensland Neighbourhood Centres' Disaster Resilience Strategy at our very own Growing Resilience cross-sector forum in July. The state strategy has been the culmination of NCQ's disaster resilience project work with the sector since 2019 which has engaged with centres affected by drought, floods, bushfires and the pandemic. Further support has been offered to centres actively involved and receiving funding for disaster recovery work including the trial Service Navigator program and those receiving Category C recovery funding.

### **Demonstrating our Collective Value**

The Sector Impact Report continues to highlight the impact of our sector. Data from the 2022 census was released in May 2023 demonstrating the incredible impact of the sector and a record 96 neighbourhood centres completed the census in the final quarter of this year for the new report's release in early 2024. This data will be complemented by the new reporting frameworks that the sector and NCQ has been codeveloping with DTATSIPCA to report to Treasury, State and Federal Departments, researchers and other stakeholders.

### **Purposeful Partnerships**

Neighbourhood Centres Queensland continues to foster strong partnerships with Department of Communities and other key government agencies, peaks, and social service organisations and funders. As Chair of our national peak body, Australian



Neighbourhood Houses and Centres Association (ANHCA), it was my pleasure to meet with the ANHCA board for a 3-day gathering in Sydney in November. The board consists of representatives from every Neighbourhood Houses/Centre peak body from around Australia. This gathering featured planning to strengthen future collaborations, learnings, and visibility at the national level for the nations 1000+ Neighbourhood Centres.

2023 has been a period of significant achievement and growth for our sector and Neighbourhood Centres Queensland. The relentless efforts of our members, staff and board, coupled with the support of our valued partners, ensure that we continue to grow our collective impact with communities across Queensland.

Sincerely,

**Em James**

CEO

Neighbourhood Centres Queensland

# Our Strategic Plan 2023-2026



## OUR VISION

Place-based leadership for regenerative, equitable and inclusive communities

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## OUR PURPOSE

NCQ grows the collective impact of NCCs by increasing the recognition, resourcing and relationships of our sector at the regional, state and national level

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## OUR VALUES-DRIVEN APPROACH

Collaborative, courageous leadership





## GOAL 1

### Advance Place-Based Leadership

#### STRATEGIES

- Support Neighbourhood and Community Centres (NCCs) to connect, guide, and inspire each other
- Evidence, develop and celebrate the place-based practice and community development expertise of our sector
- Identify NCC workforce challenges, strengths and priorities to co-create a workforce strategy

## GOAL 2

### Maximise Place-Based Investment

#### STRATEGIES

- Facilitate NCC input into program design and delivery
- Advocate for the role and value of NCCs as place-based social infrastructure
- Direct place-based funding to community-based organisations including NCCs

## GOAL 3

### Grow our robust, participatory and accountable peak body

#### STRATEGIES

- Foster a culture of curiosity, learning, and innovation
- Amplify the voices of our members to influence community, policy and funding outcomes
- Invest in Neighbourhood Centres Queensland's capability in order to deliver on our purpose and strategy



# Treasurer's Report

## FY 2022-2023

Neighbourhood Centres Queensland is grateful for the support and funding received in 2022-2023.

### Income

Income for Neighbourhood Centres Queensland for the financial year 2022-2023 was \$848,381, representing significant revenue growth, thanks to the peak body funding received from the State Government. This was the first year NCQ received funding as the peak body.

### Expenditure

Total expenditure for the financial year ended June 2023 was \$745,054. Our most significant expenses related to employment costs, which increased 26% to \$543,986, illustrating the rapid growth of NCQ, required to meet the needs of the sector as well as the strategic objectives of the organisation.

### Overall result

Overall, Neighbourhood Centres Queensland, delivered a net profit of \$103,327 for the financial year. Invested funds remain strong at \$206,977.96, a 22% reduction compared with the previous year.

The NCQ Board continued to drive a strategic growth focus for 2022-2023, investing in programs, personnel and systems to better support the sector. FY2023 represented a significant change

to the operational approach for NCQ, culminating in a strategic organisational uplift (workforce uplift, technology investment, process development and more).

This up-front investment means that NCQ is well positioned operationally and financially to deliver the strategic objectives in FY2024 and into the future.

### Financial Stability

Neighbourhood Centres Queensland has ended the 2022 – 2023 financial year in a strong and sustainable financial position.

### Financial Report 2022-2023

The Financial Report for the 2022 – 2023 financial year is provided at the end of this Annual Report from page 36 to 57.

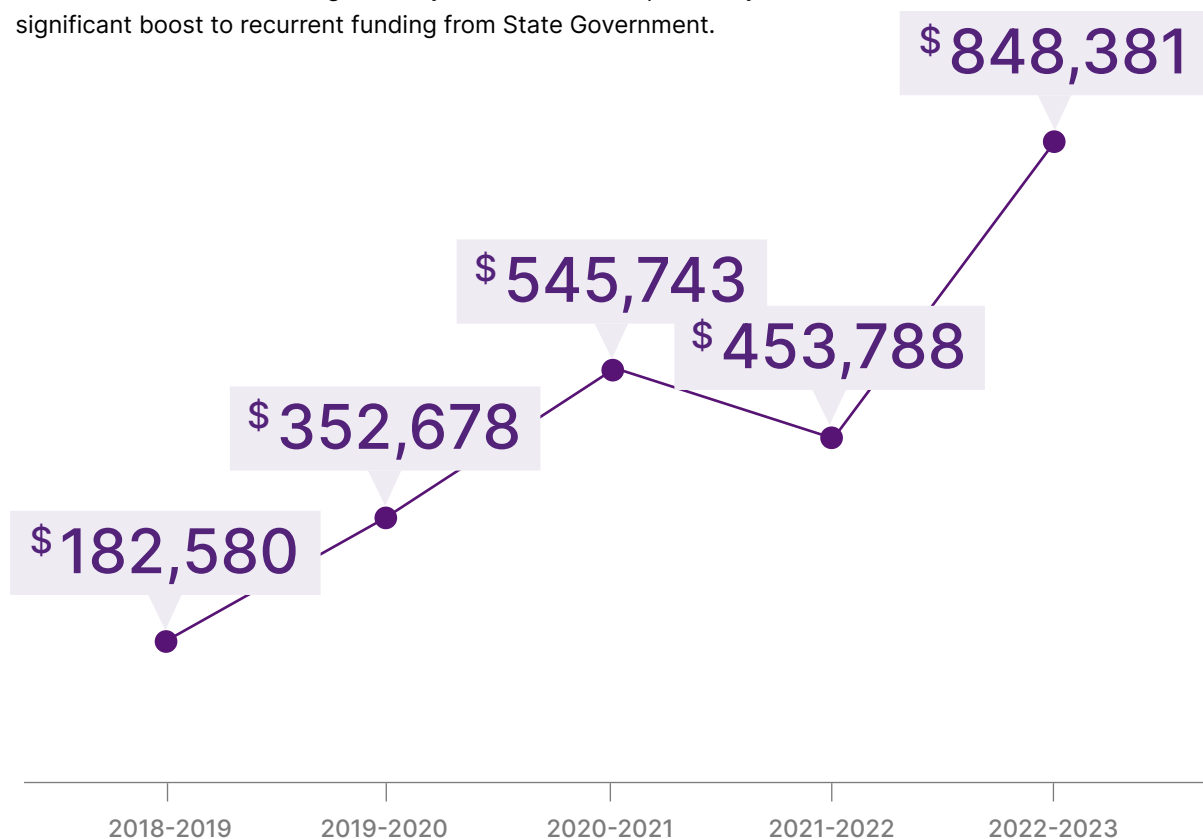
Warm Regards,



**Louise Judge**  
Treasurer  
Neighbourhood Centres Queensland

## TOTAL INCOME TREND

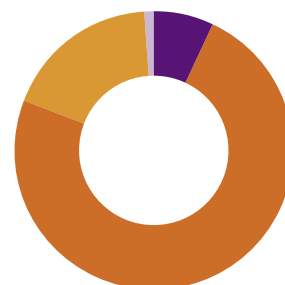
Annual income grew steadily from 2018/19 to 2020/21. Income leveled out in 2021/22 and increased significantly in 2022/23 underpinned by a significant boost to recurrent funding from State Government.



## TOTAL UNDERLYING INCOME

# \$848,381

Project funding	(\$55,345)	7%
Recurrent funding	(\$626,569)	74%
Other income	(\$154,467)	18%
Membership fees	(\$12,000)	1%



## TOTAL UNDERLYING EXPENSES

# \$745,054

Employment	(\$543,986)	73%
Administration	(\$70,524)	9%
Other	(\$130,544)	18%





Together, Neighbourhood and Community Centres in Queensland supported over

# 2 Million Visitors

who attended centres over the 2021/2022 Financial Year

This was achieved through:

**149**



**Neighbourhood Centres**

Of which 127 are partially-funded by Qld Gov, and 22 are un-funded

**1,486**



**Staff Members**

Working a total of 1.7million hours over the year

**2,729**



**Volunteers each week**

Working a total of 537,600 hours over the year. Worth over \$27.8m.

**\$126,501**



**Median Funding Per Centre\***

\*127 centres partially-funded by Qld Gov

**1,011**



**Funding Applications**

to maintain operations

**1,715**



**Community Projects Run**

over the year, and supported 835 Community Projects run by others.

## Making an Impact

For every **\$1** invested by the Queensland Government, the sector produced **\$5.25** in community value.

**Food Relief**



**792tne**

Equating to \$15.8 million in Community Value

**Frozen Meals**



**140,076**

Equating to \$1.4 million in Community Value

**Non-Food Emergency Relief**



**\$3.7m**

Equating to \$3.7 million in Community Value

**Programmed Activity Participants**



**967,150**

Equating to \$31.9 million in Community Value

**Referrals to Other Services**



**260,150**

**Social Enterprises**



**\$3.2 m**

Equating to \$3.2 million in Community Value

# 2022 Sector Impact Report

NCQ's Sector Impact Report is Queensland's most comprehensive source of information about Neighbourhood and Community Centres. The 2022 Sector Impact report found that Neighbourhood and Community Centres in Queensland supported over 2 million visitors in the year, and Centres also delivered \$5.25 in social value for every \$1 of investment by the Queensland Government.

Each year, the Sector Impact Report captures the key data and insights from the largest Queensland-wide census of the Neighbourhood and Community Centre sector and summarises the community value and impact of Centres for the Financial Year. The 2022 Sector Impact Report was published in 2023, and compiled data from 89 Centres who participated in the 2022 Sector Impact Survey, as well as other data sources. Along with a state-wide report, each Centre that participated in the survey received their own '2022 Impact Snapshot' report about their individual Centre's impact, which Centres can use for communications to funding bodies, grant applications, annual reports, reporting, AGMs, and advocacy.

The 2022 Sector Impact Report included research on the role of disaster preparation, response and recovery in the Neighbourhood Centre sector which informed research in the Queensland Neighbourhood Centres Strategy for Disaster Resilience. Additionally new information was provided on the number and types of Community Development projects performed by the sector.

## Contributors

89 Neighbourhood Centres

Chris Mundy, *NCQ Sector Lead – Research and Policy*









# 2023 Neighbourhood Centres' Statewide Gathering

In October, Neighbourhood Centres Queensland hosted the largest Queensland Neighbourhood Centres' Statewide Gatherings in history. 150 staff and board members of Neighbourhood Centres across Queensland attended.

The landmark event came just weeks after the co-designed Neighbourhood Centre Initiative Guidelines, Specifications and Requirements came into effect on 1 October for the 128 Neighbourhood Centres funded by the Queensland Government Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (DTATSIPCA).

The program included time to connect with one another, a history of the Neighbourhood Centre movement, stories of collaboration, a conversation with Belinda Drew about the Neighbourhood Centre Strategic Repositioning, a panel discussion about the co-design of the Strategic Repositioning Committee and sector reform work, Community Development Continuum workshop, table topic discussions, and much more.

## Contributors

150 people attending from Neighbourhood Centres Queensland Government Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (DTATSIPCA)  
Chris Mundy, *NCQ Sector Lead – Research and Policy*  
NCQ Staff Team









# 2023 Community Development Conference

The Queensland Community Development Conference in 2023 was a partnership between the Community Development Queensland network, City of Moreton Bay and Neighbourhood Centres Queensland. It has been run biannually in the state by Community Development enthusiasts since 1974.

Over 300 people from across Queensland came together for the 3-day event, representing a diverse array of backgrounds and experiences in the Community Development space. Neighbourhood Centres were well represented amongst the cohort, providing a great opportunity for collaboration and connection between local government, community organisations and the Neighbourhood Centre sector.

The Conference featured a wide range of Community Development presenters and facilitators who explored and deepened understanding of a variety of topics through a participatory lens including intersectionality and inclusion, community economics, partnerships, reflective practice, volunteering and so much more.

## Contributors

Facilitators, presenters and attendees from  
Neighbourhood Centres  
Community Development Queensland  
Moreton Bay Regional Council  
Chris Mundy, *NCQ Sector Lead – Research and Policy*

## Funding Partners

Moreton Bay Regional Council  
City of Moreton Bay  
Queensland Government  
Community Living Association  
Caloundra Community Centre  
Deception Bay Neighbourhood Centre  
Community Praxis Coop  
Nundah Community Enterprise Coop



I ❤️ Burdekin Neighbourhood  
Centre

because... it connects  
locals and services and  
the staff are super  
friendly and helpful ❤️

NEIGHBOURHOOD  
CENTRE WEEK  
Locals Connecting Locals

#NeighbourhoodCentreWeek  
#LocalsConnectingLocals



# Neighbourhood Centre Week 2023: Locals Connecting Locals

Neighbourhood Centre Week is an annual nationwide initiative, held between 8 to 14 May, to celebrate the role and impact of Neighbourhood Centres. This year's theme was 'Locals Connecting Locals', and saw Queensland Centres hosting a range of events with their communities, and the Governor of Queensland, Dr Jeannette Young joining the celebrations at Hambledon House.

Centres celebrated with events such as open days with market stalls and performances, morning teas with awards, and community BBQs.

Neighbourhood Centres Queensland supported the day with communications packs, social media ads promoting Centres' impact and media support.

Em James (NCQ CEO) and Sian Finn (NCQ Sector Lead - Learning and Development) visited 6 Neighbourhood Centres in North Queensland to celebrate Neighbourhood Centre Week in person.

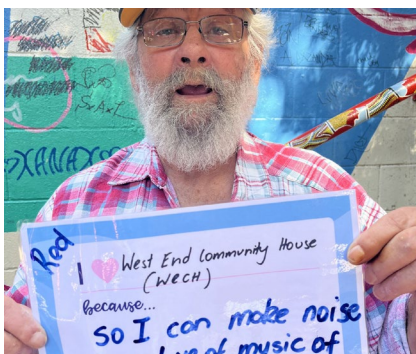
## Contributors

Neighbourhood Centres

Melanie Maher, NCQ Sector Lead - Communications and Digital Engagement

Em James, NCQ CEO

Sian Finn, NCQ Sector Lead - Learning and Development





Equality, opportunity  
and wellbeing





# Queensland Community Impact Awards

In November, Neighbourhood Centre's Queensland was proud to partner with QCOSS to present the second annual Queensland Community Impact Awards, culminating in the presentation of the inaugural Neighbourhood Centre Award.

Held at Brisbane City Hall on the 2nd of November, more than 350 community service sector representatives gathered to celebrate the incredible achievements across the previous year.

Presented by Em James (NCQ CEO) and Her Excellency Dr Jeannette Young AC PSM, The Neighbourhood Centre Award recognised the extraordinary contribution of Neighbourhood Centres in supporting and developing their communities across the regions and suburbs in Queensland.

The five award finalists were North Burnett Community Service, Nambour Community Centre, Hervey Bay Neighbourhood Centre (HBNC), Maroochy Neighbourhood Centre Inc. and Laidley Community Centre.

Nambour Community Centre were judged to be the inaugural winner of the award for their inspiring "Housing with Dignity" project; creating space for women with lived experience with housing distress and homelessness to advocate and develop housing solutions.

Additionally, from Queensland Neighbourhood and Community Centres, there were also a number of finalists for the Frontline Hero Award: Kylie Dean from Community Plus+, Marian Brooks from Encircle Community Services and Lynda Rendall from Laidley Community Centre.

In preparing for the awards, the collaboration between QCOSS and NCQ represented the continuation of a strong relationship which has been formed through years of both organisations working alongside each other to recognise, support and advocate for the community sector. Events like the QCIA Awards are imperative to continuing to raise the profile of the Neighbourhood and Community Centre sector at a state level.

## Contributors

Neighbourhood Centres who nominated for the award  
Queensland Council of Social Services (QCOSS)

Em James, *NCQ CEO*

Jacob Amos, *NCQ Operations Lead*

Melanie Maher, *NCQ Sector Lead - Communications and Digital Engagement*







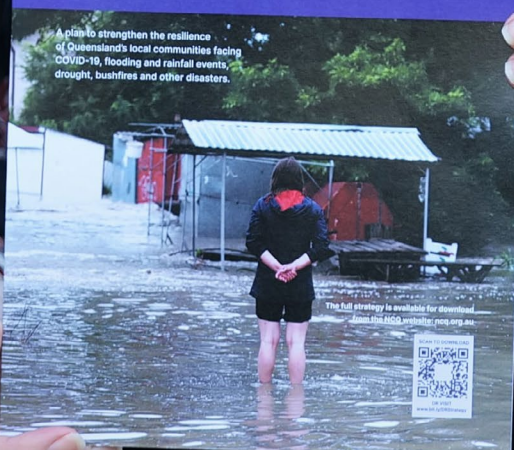
NEIGHBOURHOOD  
CENTRES  
QUEENSLAND

SUMMARY

Queensland Neighbourhood Centres

## Strategy for Disaster Resilience 2023-2026

A plan to strengthen the resilience  
of Queensland's local communities facing  
COVID-19, flooding and rainfall events,  
drought, bushfires and other disasters.



The full strategy is available for download  
from the NCC website: [ncc.org.au](https://ncc.org.au)





# Queensland Neighbourhood Centres' Strategy for Disaster Resilience 2023-2026

In July 2023, NCQ launched the Queensland Neighbourhood Centres' Strategy for Disaster Resilience 2023-2026. The strategy offers a statewide plan to strengthen the resilience of Queensland's local communities facing COVID-19, flooding and rainfall events, drought, bushfires and other disasters.

The strategy was developed in collaboration with Centres across the state in disaster affected areas and written by Laurelle Muir and Natasha Odgers.

The strategy was officially launched at the Growing Resilience Forum to an audience of Neighbourhood Centres and Disaster Management representatives.

Following the launch, NCQ has further progressed the four priority areas of work identified in the strategy by participating and guest speaking at several key stakeholder meetings (including the State Human and Social Recovery and Resilience Group, Sunshine Coast Human and Social Recovery Sub-Group and Queensland Principle Community Recovery and Resilience Officers' meeting). NCQ has also supported the establishment of the Neighbourhood Centres Disaster Resilience Working Group which contributes to planning and co-development of initiatives aligned with the four priorities in the strategy.

NCQ staff has also been attending disaster resilience conferences and summits to strengthen the recognition and role of Neighbourhood Centres role in disasters, awareness raising and connections with the disaster sector.

## Contributors

86 Neighbourhood Centres

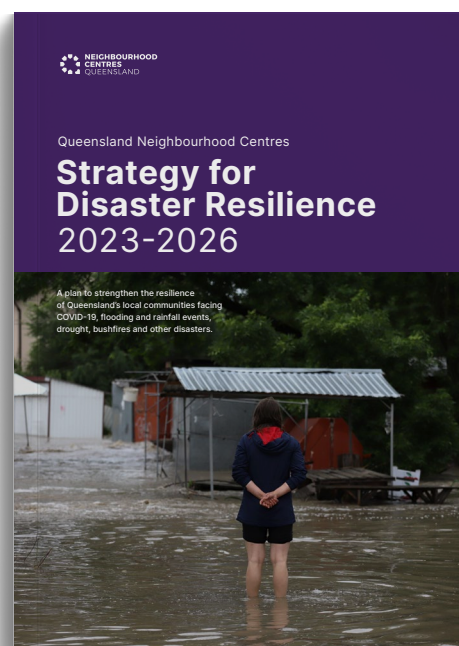
Laurelle Muir, *NCQ Disaster Resilience Co-Lead (2022)*

Natasha Odgers, *NCQ Disaster Resilience Projects Lead*  
Melanie Maher, *NCQ Sector Lead - Communications and Digital Engagement*

Chris Mundy, *NCQ Sector Lead - Research and Policy*

## Funding Partners

The NCQ Growing Resilience Forum and support for NCCs' Conference attendance from eligible regional areas, has been jointly funded by the Australian and Queensland governments under the Disaster Recovery Funding Arrangements.









# NCQ's Growing Resilience Forum

NCQ's Growing Resilience Forum, held 10 July 2023 on the Gold Coast, attracted 110 people with half attendees from Neighbourhood Centres across the state and half as representatives from across the disaster management sector. The Forum strengthened relationships as well as developed shared understanding and collaboration between Neighbourhood Centres and the Disaster Management sector across Queensland.

The Growing Resilience Forum comprised of a morning workshop specifically for Neighbourhood Centres and an afternoon forum combined with disaster management sector representatives.

The Growing Resilience Forum took place in the same venue as, and in the day prior to, the 2023 Disaster and Emergency Management Conference for Australia and New Zealand (July 11-12). NCQ also sponsored this conference, and provided some support to Neighbourhood Centres' attendance from eligible regional areas.

NCQ's Growing Resilience Forum program was developed with Neighbourhood Centres and key disaster resilience stakeholder groups including relevant government and non-government agencies, the NCC Disaster Resilience Working Group (DRWG) and Service Navigator network members. The program enhanced opportunities for representatives across the sector to identify and discuss topics of interest and concern, as well as build on existing strengths by exploring opportunities for further connection and collaboration.

Participant feedback from the Forum was extremely pleasing with 100% of the results indicating a rank of high or very high satisfaction, confirming the event met the objectives of:

- Increased understanding of the disaster management sector and NCC's in this area

- Increased connectedness with stakeholders and Neighbourhood Centres
- Increased sharing of knowledge
- increased actions to progress raised areas of need towards disaster resilience.

Videos were also produced at the Forum to further raise awareness of our sector's value and work in disaster resilience.

## Contributors

Neighbourhood Centre Sector

Natasha Odgers, *NCQ Disaster Resilience Projects Lead*  
Sian Finn, *NCQ Sector Lead - Learning and Development*

Chris Mundy, *NCQ Sector Lead - Research and Policy*  
Em James, *NCQ CEO*

Jacob Amos, *NCQ Operations Lead*

Melanie Maher, *NCQ Sector Lead - Communications and Digital Engagement*

## Funding Partners

The NCQ Growing Resilience Forum and support for Neighbourhood Centres' attendance at the conference from eligible regional areas, has been jointly funded by the Australian and Queensland governments under the Disaster Recovery Funding Arrangements.

# Sector Capability and Resilience Program

As part of NCQ's continuing work in support the capacity of the sector to prepare, respond, recover and build resilience in disaster impacted communities and across Queensland, NCQ supports a number of key funded and non-funded disaster resilience initiatives and network meetings including, Disaster Recovery Funding Arrangements (DRFA) and Service Navigation/Targeted Rebuild Case Management (SNTRCM) Program Implementation Group meetings.

NCQ also continues to work in partnership with key stakeholder groups including the Department, Community Recovery DRFA team, Local Government, Red Cross, GIVIT, Community Services Industry Alliance (CSIA), Financial Counsellors' Association of Queensland (FCAQ), Volunteering Queensland (VQ) and Neighbourhood and Community Centres (NCC's). Working in partnership allows NCQ to drive positive outcomes for the Neighbourhood Centre sector, including:

- Codesign and delivery of Service Navigator focussed workshops to support a more streamlined and collaborative approach to identifying and responding to Service Navigation/Targeted Rebuild Case Management Program related issues and concerns (inclusive of ongoing information, training, and support needs for NCC Service Navigators).
- Connecting Neighbourhood and Community Centres to relevant disaster resilience initiatives including NCQ's Disaster Resilience Working Group (DRWG), Centre Service Navigator (SNTRCM) peer to peer online learning sessions and key events that support long term capacity building.
- Codesign and development of key resources with Centres that enhance information sharing and collaboration between

Centres and other key disaster resilience stakeholders and program partners.

- Development of a disaster resilience calendar of events to enable NCC's to access relevant and up-to-date information, training and support opportunities in collaboration with key stakeholders.

## Contributors

People from participating Neighbourhood Centres  
Sian Finn, *NCQ Sector Lead - Learning and Development*

Natasha Odgers, *NCQ Disaster Resilience Projects Lead*



# Financial Resilience Program Partnership

NCQ has continued to partner with Good Shepherd Australia New Zealand and Neighbourhood Centres to deliver the Queensland Financial Resilience Program (QFRP) through Neighbourhood Centres in 19 locations around the state.

NCQ has continued to partner with Good Shepherd Australia New Zealand (GSANZ) and Neighbourhood Centres to deliver the Queensland Financial Resilience Program (QFRP) through Neighbourhood Centres in 19 locations around the state.

For more than 30 years, Neighbourhood Centres across Queensland have been working in partnership with Good Shepherd to provide access to affordable and appropriate support to people that are less able to buffer against financial hardship. Launched in 2022, the Queensland Financial Resilience Program was codesigned with Neighbourhood Centres Queensland and local Neighbourhood Centres to deliver financial resilience support in a manner that suited each local community. In addition to financial resilience workers located in Centres, the program also provides access to financial counsellors and a social worker.

During 2023, financial resilience workers from Neighbourhood Centres have been involved in the codesign of a Theory of Change for the program, and participated in place-based evaluation with Good Shepherd researchers and NCQ staff. Most Significant Change (MSC) models are also being used during evaluation to ensure the program is making a difference in local communities and can be used for learning in future programs.

## Contributors

Neighbourhood Centres in DTATSIPCA-identified priority areas

Karen Denham, *Microfinance Manager Queensland, Good Shepherd Australia New Zealand*

Chris Mundy, *NCQ Sector Lead – Research and Policy*

Em James, *NCQ CEO*

## Funding Partners

Good Shepherd Australia New Zealand  
Queensland Government Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (DTATSIPCA)

# Strategic Repositioning and New Guidelines

Through an innovative codesign process, the sector has a new shared vision, purpose, guidelines and reporting framework with the Queensland Government.

After many years of advocacy, research and planning, extensive reforms for funded Neighbourhood Centres were introduced by the Queensland Government from October 2023. A Strategic Repositioning Committee was formed by Minister Enoch in 2021 to bring together work to date on sector reforms, and codesign an agreed purpose, guiding principles and new activity dimensions. The Strategic Repositioning Committee consisted of several board members of Neighbourhood Centres Queensland that regularly consulted with the sector and NCQ, as well as community sector stakeholders.

Further work was conducted in 2022 to construct an investment framework for the sector, complementing a significant funding uplift for Neighbourhood Centres across the state. Finally, a new reporting framework was completed to match key activities and new contracts were issued in October 2023.

These reforms are the most significant to ever occur for Neighbourhood Centres in Queensland. They demonstrate recognition for the vital and unique place-based, community-led nature of centres in local communities and the forming of a new partnership between the Queensland Government, Neighbourhood Centres and Neighbourhood Centres Queensland.

## Contributors

Department of Aboriginal and Torres Strait Island Partnerships, Communities and Arts (DTATSIPCA)  
Neighbourhood Centre Sector

Chris Mundy, *NCQ Sector Lead – Research and Policy*

## Strategic Repositioning Committee Members:

Gary Adsett, *Queensland Independent Schools Block Grant Authority*

Mara Basanovic, *Volunteering Queensland*

Karen Dare, *Community*

Sandra Elton, *NOTCH*

Nyoka Fetoa'i, *Kambu Health*

Matthew Gillett, *CSIA*

Louise Judge, *Chinchilla Community Centre*

Em James, *NCQ CEO*

Geoff Leeming, *Kingston East Neighbourhood Centre*

Michelle Lucas, *Logan Together*

Tomas Passeggi, *Caloundra Community Centre*

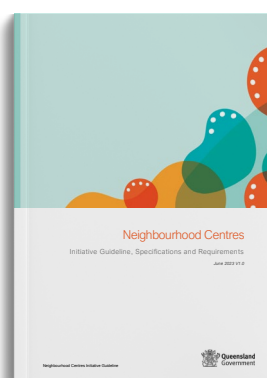
Nancy Spencer, *Policy Innovation Hub, Griffith University*

Tanya Stevenson, *Hervey Bay Neighbourhood Centre*

Regina Turner, *Mura Kosker Sorority Inc*

## Funding and Delivery

This project was funded and delivered by the Queensland Government Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (DTATSIPCA) with support from NCQ as the funded peak body





# Neighbourhood Centre Regional Networks

NCQ has continued to be highly involved in 9 regional Neighbourhood Centre networks around the state, as well as working to develop three additional networks, bringing Neighbourhood Centre workers together to create a community for those building community.

NCQ has continued to be involved in supporting regional networks that established themselves in the early 1980s. These networks offer connection, peer support, information sharing, continued learning, opportunities to work together on complex challenges and a sense of community for those involved

In 2023, NCQ has been involved in attending Neighbourhood Centre Regional Network meetings in 9 regions, including North Brisbane, Wide Bay Burnett, South Brisbane, Ipswich and West Moreton, Logan, Sunshine Coast, Far North Queensland, North Queensland and Far West/Remote. Attendance at these meetings allowed NCQ to keep upto-date on challenges and opportunities facing Centres and their communities across Queensland, and regularly listen to the experiences of workers on the front line. This enables NCQ to negotiate outcomes with Government and stakeholders, inform submissions, identify opportunities for development and celebrate innovation.

Two additional Regional Networks are in the process of early development to ensure every Centre in Queensland has access to peer support and NCQ. This includes an unfunded Neighbourhood Centre network who are gathering to identify common challenges and advocate for funding to continue to operate in their locality.

## Contributors

Neighbourhood Centres

Chris Mundy, *NCQ Sector Lead – Research and Policy*

Sian Finn, *NCQ Sector Lead –  
Learning and Development*

# Statewide Communications

NCQ continued to deliver a range of statewide communications projects throughout 2023, consistently growing the recognition of Neighbourhood Centres, as well as building relationships and access to information and resources across the state.

In 2023, ongoing statewide communications projects include:

- Monthly Sector News & Resources newsletters, offering the readership of government officers, partner organisations, and other friends of Neighbourhood Centres curated and up-to-date statewide sector news, stories from Centres, connection to people working in centres, the latest research, upcoming events and career opportunities from across Queensland Centres.
- Monthly NCQ Members newsletter, offering the readership of staff and board members from Neighbourhood Centres the most practical and up-to-date content for the month, including important updates, grant opportunities, resources, events, learning and development offers and opportunities to support their important work.
- The 'Local Community Heroes' project, that highlights and recognises the remarkable people in Neighbourhood Centres who work to support their communities and deliver extraordinary outcomes every day.
- The 'Stories of Impact' project, that uncovers, documents and shares diverse, human stories of how Neighbourhood Centres are impacting the lives of people in their community.
- The Resource Library project, that offers a growing collection of sector-relevant research and resources and makes them easily accessible and publicly available to download.
- The private Members-Only Facebook Group, that offers group members a private space that is accessible any time and from anywhere for members to ask questions, seek support, share information, connect with peers, build relationships and celebrate wins.
- Regular Facebook and LinkedIn communications, that keeps audiences connected with each other and up-to-date on Centres' activity across the state.
- TV, radio and traditional media engagement, including highlighting the role of Neighbourhood Centres to a public audience on issues such as the role of Centres supporting their communities through the cost of living crisis, disaster events and awards.
- Printed Mailouts to staff, board members and volunteers across Queensland Centres, including the most important updates and information impacting the sector, ways to stay connected, and content from partner organisations that may otherwise be missed.

## Contributors

People from Neighbourhood Centres

Taylor Bast, *NCQ Sector Support - Communications and Digital Engagement*

Melanie Maher, *NCQ Sector Lead - Communications and Digital Engagement*

All NCQ staff contribute to a range of these projects







# Our Board in 2023

As a member-based incorporated association, NCQ is governed by an elected Board. We thank the Board for their time and commitment to the sector in 2023.

Our Board is comprised of a minimum of seven and maximum of nine committee members. This includes three ordinary members from the Metropolitan Zone and four ordinary members from the Rural/Regional Zone who are Neighbourhood Centre representatives. This geographical diversity supports NCQ to effectively represent, collaborate with and understand the unique perspectives of Centres and communities throughout Queensland.

*Please note 'Metropolitan Zone' means SEQ, specifically metropolitan Brisbane, the Sunshine Coast and the Gold Coast. 'Rural/Regional Zone' means the remaining areas in Queensland that are not part of the Metropolitan Zone.*



**Alana Wahl**

Board Member  
Rural/Regional QLD  
*Laidley Community Centre*



**Louise Judge**

Treasurer  
Rural/Regional QLD  
*Chinchilla Community Centre*



**Caroline Cuckson**

Secretary  
Metropolitan QLD  
*Deception Bay Neighbourhood*



**Mel Hilditch**

Board Member  
Metropolitan QLD  
*Community Plus+*



**Tomas Passeggi**

Board Member  
Metropolitan QLD  
*Baringa Community Centre*



**Sandra Elton**

Board Member  
Rural/Regional QLD  
*NOTCH*



**Tracey Dickinson**

Board Member  
Rural/Regional QLD  
*Better Together Community Support*

Board contact details: [theboard@ncq.org.au](mailto:theboard@ncq.org.au)



# Our Team in 2023

Our team has a deep commitment to social justice and sustainability, delivering on a diverse program of work from disaster resilience to community development.

Our team is a powerhouse of experience and expertise, and welcome collaborations for the benefit of the sector and the community.

*Please note that most of our staff members work part-time, ranging from 1-4 days per week.*



**Em James**

CEO

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**Jacob Amos**

Operations Lead

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**Chris Mundy**

Sector Lead

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**Natasha Odgers**

Disaster Resilience Projects Lead

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**Vi Van Le**

Finance Officer

vivanle@ncq.org.au

# Thank you to our Members

As the peak body for Neighbourhood and Community Centres in Queensland, we represent over 150 Neighbourhood and Community Centres across the state. 2.4 million visitors attended centres over the 2022/2023 financial year, and whilst Centres continued their demanding local-level work, they also contributed to statewide change.

Walk into a Neighbourhood Centre, and you'll meet committed, caring and resourceful people. Whether volunteers, staff or board members, they care about their communities and work hard to deliver extraordinary outcomes every day.

2023 has been particularly demanding for many members. The soaring cost of living, the homelessness and the housing crisis, social isolation and loneliness, natural disasters as well as the tailend impacts of Covid-19 have been impacting communities across the state. Not only have these challenges impacted people in the community, but they have impacted staff and volunteers of Neighbourhood Centres, leading to Centres stretching to fill workforce gaps.

Attendance at Centres has grown year on year, with over 1.6 million visitors in 2019/2020, 2 million in 2021/2022 and an astounding 2.4 million in 2022/2023.

Regardless of the challenges, Neighbourhood Centre staff and volunteers have rallied together to respond and strengthen their communities in innovative ways that.

They have worked thoughtfully to come up with community-led and innovative solutions to housing and homelessness, from sleepbuses to 'meanwhile use' housing to buying land and building properties.

We are particularly grateful for the time and energy Centres have committed – amidst their incredibly demanding local-level work – to making visible the collective impact of Centres across Queensland.

In 2023 this included participating in the 2022 Sector Impact Survey, contributing to the Neighbourhood Centre Strategic Respositioning, participating in statewide Neighbourhood Centre events, courageously speaking up in media interviews and collaborating to develop Disaster Resilience strategies and working groups.

From all of the staff and board members of NCQ, we thank you so much.



# Thank you to our Supporters

We are grateful for the supporters, collaborators and funders who have been part of our success over the past 12 months.

Australian Communities Foundation

Australian Neighbourhood Houses and Centres Association

City of Moreton Bay

Community Services Industry Alliance (CSIA)

Community Development Queensland

Foundation for Rural and Regional Renewal

GIVIT

Good Shepherd Australia

Justice Connect

Queensland Council of Social Service (QCOSS)

Queensland Government Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (DTATSIPCA) (Formerly Department of Communities, Housing and Digital Economy)

Queensland Reconstruction Authority

Neighbourhood Houses Victoria

Paul Ramsay Foundation

SurveyVista

University of the Sunshine Coast, School of Law and Society

8Ball Media

# **NEIGHBOURHOOD CENTRES QUEENSLAND INC.**

**ABN: 55 675 124 337**

**Financial Report For The Year Ended  
30 June 2023**



# Neighbourhood Centres Queensland Inc.

ABN: 55 675 124 337

## Financial Report For The Year Ended 30 June 2023

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**NEIGHBOURHOOD CENTRES QUEENSLAND INC.****ABN: 55 675 124 337****AUDITOR'S INDEPENDENCE DECLARATION UNDER S 307C OF  
THE CORPORATIONS ACT 2001 TO THE DIRECTORS OF NEIGHBOURHOOD CENTRES QUEENSLAND**

In accordance with Subdivision 60-C of the Australian Charities and Not-for-profits Commission Act 2012, I am pleased to provide the following declaration of independence to the directors of Neighbourhood Centres Queensland Inc.. As the lead audit partner for the audit of the financial report of Neighbourhood Centres Queensland Inc. for the year ended 30 June 2023, I declare that, to the best of my knowledge and belief, during the year ended 30 June 2023 there have been no contraventions of:

- (i) the auditor independence requirements of the Australian Charities and Not for Profits Commission Act 2012 in relation to the audit; and
- (ii) any applicable code of professional conduct in relation to the audit.

Name of Firm **sps audit**



Name of Partner Graeme Thomas Shepherd

Date 26/10/2023

Address Unit 9, Serenity Waters  
123 Brisbane Road  
Mooloolaba QLD 4557



**NEIGHBOURHOOD CENTRES QUEENSLAND INC.**  
**ABN: 55 675 124 337**  
**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR**  
**ENDED 30 JUNE 2023**

	Note	2023 \$	2022 \$
<b>INCOME</b>			
Grant income		681,914	365,225
Interest received		2,105	62
Administration fees received		149,100	51,013
Membership fees		12,000	8,200
Trust distributions		2,916	1,089
Other income		346	28,199
		<u>848,381</u>	<u>453,788</u>
<b>EXPENDITURE</b>			
Accounting, legal and consulting fees		39,236	20,156
Administrative expenses		70,524	51,013
Depreciation expense		2,406	1,129
Employee entitlements expense		543,986	403,203
IT expenses		8,781	50,479
Other expenses		28,366	24,296
Rent		22,347	3,848
Sponsorship costs		10,000	-
Travel costs		19,409	4,867
		<u>745,054</u>	<u>558,990</u>
<b>Current year surplus / (deficit) before income tax</b>		103,327	(105,202)
Income tax expense		-	-
<b>Net current year surplus / (deficit)</b>		<u>103,327</u>	<u>(105,202)</u>
<b>Other comprehensive income</b>			
Other comprehensive income		-	-
<b>Total other comprehensive (losses)/income for the year</b>		-	-
<b>Total comprehensive income/ (loss) for the year</b>		<u>103,327</u>	<u>(105,202)</u>
Total comprehensive income attributable to members of the entity		<u>103,327</u>	<u>(105,202)</u>

The accompanying notes form part of these financial statements.

**NEIGHBOURHOOD CENTRES QUEENSLAND INC.**  
**ABN: 55 675 124 337**  
**STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2023**

	Note	2023 \$	2022 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	2	351,483	343,155
Trade and other receivables	3	78,359	-
<b>TOTAL CURRENT ASSETS</b>		<u>429,841</u>	<u>343,155</u>
<b>NON-CURRENT ASSETS</b>			
Plant and equipment	4	8,051	1,162
<b>TOTAL NON-CURRENT ASSETS</b>		<u>8,051</u>	<u>1,162</u>
<b>TOTAL ASSETS</b>		<u>437,892</u>	<u>344,317</u>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	5	69,848	47,072
Employee provisions	6	27,906	26,102
Unexpended funding	7	24,475	64,133
<b>TOTAL CURRENT LIABILITIES</b>		<u>122,230</u>	<u>137,308</u>
<b>NON-CURRENT LIABILITIES</b>			
Employee provisions	6	4,552	-
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u>4,552</u>	<u>-</u>
<b>TOTAL LIABILITIES</b>		<u>126,782</u>	<u>137,308</u>
<b>NET ASSETS</b>		<u>311,111</u>	<u>207,009</u>
<b>EQUITY</b>			
Retained surplus		311,111	207,009
<b>TOTAL EQUITY</b>		<u>311,111</u>	<u>207,009</u>

The accompanying notes form part of these financial statements.



**NEIGHBOURHOOD CENTRES QUEENSLAND INC.**  
**ABN: 55 675 124 337**  
**STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2023**

	Note	Retained Surplus \$	Total \$
<b>Balance at 1 July 2021</b>		312,211	312,211
<b>Comprehensive Income</b>			
Surplus for the year attributable to owners of the entity		(105,202)	(105,202)
Other comprehensive income for the year		-	-
Total other comprehensive income		-	-
<b>Total comprehensive income attributable to owners of the entity</b>		(105,202)	(105,202)
<b>Balance at 30 June 2022</b>		207,009	207,009
<b>Balance at 1 July 2022</b>		207,009	207,009
<b>Comprehensive Income</b>			
Surplus for the year attributable to owners of the entity		103,327	103,327
Other comprehensive income for the year		-	-
Historical adjustment		775	775
Total other comprehensive income		775	775
<b>Total comprehensive income for the year</b>		104,102	104,102
<b>Balance at 30 June 2023</b>		311,111	311,111

The accompanying notes form part of these financial statements.

**NEIGHBOURHOOD CENTRES QUEENSLAND INC.**  
**ABN: 55 675 124 337**  
**STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2023**

	Note	2023 \$	2022 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from grant funding		681,914	358,682
Receipts from customers		86,004	97,905
Payments to suppliers and employees		(752,085)	(488,200)
Interest received		2,105	62
Net cash generated from operating activities		17,938	(31,552)
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payment for property, plant and equipment		(9,610)	-
Net cash used in investing activities		(9,610)	-
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Net cash used in financing activities		-	-
Net increase in cash held		8,328	(31,552)
Cash on hand at beginning of the financial year		343,155	374,707
Cash on hand at end of the financial year	2	351,483	343,155

The accompanying notes form part of these financial statements.



**NEIGHBOURHOOD CENTRES QUEENSLAND INC.****ABN: 55 675 124 337****NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023****Note 1 Summary of Significant Accounting Policies****Basis of Preparation**

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards – Simplified Disclosures of the Australian Accounting Standards Board (AASB) and the Australian Charities and Not-for-profits Commission Act 2012. The entity is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless otherwise stated.

The financial statements, except for the cash flow information, have been prepared on an accrual basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements are in Australian Dollars and have been rounded to the nearest dollar.

**Accounting Policies****(a) Revenue and Other Income***Operating Grants, Donations and Bequests*

When the entity receives operating grant funding, donations or bequests, it assesses whether the contract is enforceable and has sufficiently specific performance obligations in accordance to AASB 15.

When both these conditions are satisfied, the Entity:

- identifies each performance obligation relating to the grant;
- recognises a contract liability for its obligations under the agreement; and
- recognises revenue as it satisfies its performance obligations.

Where the contract is not enforceable or does not have sufficiently specific performance obligations, the Entity:

- recognises the asset received in accordance with the recognition requirements of other applicable accounting standards (for example AASB 9, AASB 16, AASB 116 and AASB 138);
- recognises related amounts (being contributions by owners, lease liability, financial instruments, provisions); and
- recognises income immediately in profit or loss as the difference between the initial carrying amount of the asset and the related amount.

*Contributed Assets*

The Entity receives assets from the government and other parties for nil or nominal consideration in order to further its objectives. These assets are recognised in accordance with the recognition requirements of other applicable accounting standards (eg AASB 9, AASB 16, AASB 116 and AASB 138).

On initial recognition of an asset, the Entity recognises related amounts being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from a contract with a customer.

The Entity recognises income immediately in profit or loss as the difference between initial carrying amount of the asset and the related amounts.

*Capital Grant*

When the Entity receives a capital grant, it recognises a liability for the excess of the initial carrying amount of the financial asset received over any related amounts (being contributions by owners, lease liability, financial instruments, provisions) recognised under other Australian Accounting Standards.

The Entity recognises income in profit or loss when or as the Entity satisfies its obligations under terms of the grant.

*Interest income*

Interest income is recognised using the effective interest method.

All revenue is stated net of the amount of goods and services tax.

**(b) Plant and Equipment**

Each class of plant and equipment is carried at cost or fair value as indicated, less, where applicable, accumulated depreciation and any impairment losses.

**NEIGHBOURHOOD CENTRES QUEENSLAND INC.**  
**ABN: 55 675 124 337**  
**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023**

**Plant and Equipment**

Plant and equipment are measured on a cost basis and are therefore carried at cost less accumulated depreciation and any accumulated impairment losses. In the event the carrying amount of plant and equipment is greater than the estimated recoverable amount, the carrying amount is written down immediately to the estimated recoverable amount and impairment losses are recognised in profit or loss. A formal assessment of recoverable amount is made when impairment indicators are present (refer to Note 1(d) for details of impairment).

**Depreciation**

The depreciable amount of all fixed assets is depreciated on a straight-line basis over the asset's useful life to the entity commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable assets are:

<b>Class of Fixed Asset</b>	<b>Depreciation Rate</b>
Plant and equipment	20 - 67%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are recognised in profit or loss in the period in which they arise. Gains are not classified as revenue. When revalued assets are sold, amounts included in the revaluation surplus relating to that asset are transferred to retained earnings.

**(c) Financial Instruments**

*Initial recognition and measurement*

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions to the instrument. For financial assets, this is the date that the entity commits itself to either the purchase or sale of the asset (i.e. trade date accounting is adopted).

Financial instruments (except for trade receivables) are initially measured at fair value plus transaction costs, except where the instrument is classified as "at fair value through profit or loss", in which case transaction costs are expensed to profit or loss immediately. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

Trade receivables are initially measured at the transaction price if the trade receivables do not contain a significant financing component or if the practical expedient was applied as specified in AASB 15: Revenue from Contracts with Customers.

**(d) Impairment of Assets**

At the end of each reporting period, the entity reviews the carrying amounts of its assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs of disposal and value in use, is compared to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in profit or loss.

**(e) Employee Benefits**

**Short-term employee benefits**

Provision is made for the company's obligation for short-term employee benefits. Short-term employee benefits are benefits (other than termination benefits) that are expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service. Short-term employee benefits are measured at the (undiscounted) amounts expected to be paid when the obligation is settled.

The company's obligations for short-term employee benefits are recognised as part of current trade and other payables in the statement of financial position.

**Other long-term employee benefits**

The entity classifies employees' long service leave and annual leave entitlements as other long-term employee benefits as they are not expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service. Provision is made for the company's obligation for other long-term employee benefits, which are measured at the present value of the expected future payments to be made to employees. Expected future payments incorporate anticipated future wage and salary levels, durations of service and employee departures, and are discounted at rates determined by reference to market yields at the end of the reporting period on high quality corporate bonds that have maturity dates that approximate the terms of the obligations. Upon the remeasurement of obligations for other long-term employee benefits, the net change in the obligation is recognised in profit or loss classified under employee benefits expense.

The company's obligations for long-term employee benefits are presented as non-current liabilities in its statement of financial position, except where the entity does not have an unconditional right to defer settlement for at least 12 months after the end of the reporting period, in which case the obligations are presented as current liabilities.



**NEIGHBOURHOOD CENTRES QUEENSLAND INC.****ABN: 55 675 124 337****NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023****(f) Cash and Cash Equivalents**

Cash and cash equivalents include cash on hand, deposits held at-call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within short-term borrowings in current liabilities on the statement of financial position.

**(g) Trade and Other Debtors**

Trade and other debtors include amounts due from members as well as amounts receivable from customers for goods sold.

Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

**(h) Goods and Services Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to, the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

**(i) Income Tax**

No provision for income tax has been raised as the entity is exempt from income tax under Div 50 of the *Income Tax Assessment Act 1997*.

**(j) Provisions**

Provisions are recognised when the entity has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of reporting period.

**(k) Comparative Figures**

When required by Accounting Standards comparative figures have been adjusted to conform to changes in presentation for the current financial year.

**(l) Critical Accounting Estimates and Judgements**

The management committee evaluates estimates and judgements incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

**Note 2 Cash and Cash Equivalents**

	2023 \$	2022 \$
CURRENT		
Community Access account	138,534	4
Visa Card Access account	3,315	1,158
Working account	2,655	89,516
Staff account	-	186
Investment account	206,978	252,291
	<u>351,483</u>	<u>343,155</u>

**Note 3 Trade and Other Receivables**

	2023 \$	2022 \$
CURRENT		
Trade receivables	48,991	-
Prepaid expenses	29,368	-
Total current accounts receivable and other debtors	<u>78,359</u>	<u>-</u>

**Note 4 Plant and Equipment**

	2023 \$	2022 \$
Office equipment		
At cost	15,545	5,935
Accumulated depreciation	(7,494)	(4,773)
	<u>8,051</u>	<u>1,162</u>
Total plant and equipment	<u>8,051</u>	<u>1,162</u>

**NEIGHBOURHOOD CENTRES QUEENSLAND INC.**  
**ABN: 55 675 124 337**  
**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023**

**Note 5 Trade and Other Payables**

	2023 \$	2022 \$
CURRENT		
Trade payables	4,400	2,132
GST payable	8,767	12,292
Wages payable	23,561	-
PAYG withholding payable	33,120	26,968
Superannuation payable	-	5,681
Total current accounts payables and other payables	<u>69,848</u>	<u>47,072</u>

**Note 6 Employee Provisions**

	2023 \$	2022 \$
CURRENT		
Annual leave provision	27,906	26,102
LSL provision	-	-
	<u>27,906</u>	<u>26,102</u>
NON-CURRENT		
LSL provision	4,552	-
	<u>4,552</u>	<u>-</u>
Total provisions	<u>32,458</u>	<u>26,102</u>

**Employee provisions – annual leave entitlements**

The provision for employee benefits represents amounts accrued for annual leave. Based on past experience, the association does not expect the full amount of annual leave to be settled wholly within the next 12 months. However, the amount must be classified as a current liability because the association does not have an unconditional right to defer the settlement of the amount in the event employees wishes to use their leave entitlements.

**Note 7 Unexpended funding**

	2023 \$	2022 \$
CURRENT		
Future Drought Fund	-	18,696
CSIA Project	-	2,000
Good Shepherd	-	43,437
Government funding #14089 DCHDE	23,979	-
Government funding #14375 DCHDE	496	-
	<u>24,475</u>	<u>64,133</u>

**Note 8 Contingent Liabilities and Contingent Assets**

There were no contingent assets or contingent liabilities at year end, or the date of signing of this report.

**Note 9 Events After the Reporting Period**

Other than the following, the directors are not aware of any significant events since the end of the reporting period.

**Note 10 Other Related Party Transactions**

Related parties include close family members of key management personnel and entities that are controlled or jointly controlled by those key management personnel individually or collectively with their close family members.

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

**Note 11 Entity Details**

The registered office and principal place of business of the entity is:  
 Neighbourhood Centres Queensland Inc.  
 Ground floor, 129 Logan Road  
 Woolloongabba QLD 4102

**NEIGHBOURHOOD CENTRES QUEENSLAND INC.**  
**ABN: 55 675 124 337**  
**MANAGEMENT COMMITTEES' DECLARATION**

In accordance with a resolution of the management committee of Neighbourhood Centres Queensland Inc., the management committee of the entity declare that:

1. The financial statements and notes, as set out on pages 2 to 9, are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and:
  - (a) comply with Australian Accounting Standards - Simplified Disclosures applicable to the entity; and
  - (b) give a true and fair view of the financial position of the registered entity as at 30 June 2023 and of its performance for the year ended on that date.
2. In the management committees' opinion there are reasonable grounds to believe that the registered entity will be able to pay its debts as and when they become due and payable.

This declaration is signed in accordance with subs 60.15(2) of the Australian Charities and Not-for-profits Commission Regulation 2013.

Director

*Louise Judge*

Dated this        28th    day of        November        2023



**NEIGHBOURHOOD CENTRES QUEENSLAND INC.**  
**ABN: 55 675 124 337**  
**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF**  
**NEIGHBOURHOOD CENTRES QUEENSLAND INC.**

**Opinion**

We have audited the financial report of Neighbourhood Centres Queensland Inc. (the registered entity), which comprises the statement of financial position as at 30 June 2023, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended and notes to the financial statements, including a summary of significant accounting policies and the Committees' declaration.

In our opinion, the accompanying financial report of the registered entity is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012 (the ACNC Act), including:

- i. giving a true and fair view of the Registered Entity's financial position as at 30 June 2023 and of its financial performance for the year then ended; and
- ii. complying with Australian Accounting Standards to the extent described in Note 1 – AASB 1060 General Purpose Financial Statements - Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

**Basis for Opinion**

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Registered Entity in accordance with the auditor independence requirements of the ACNC Act, the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: Code of Ethics for Professional Accountants (including Independence Standards) (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Emphasis of Matter – Basis of Accounting**

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Registered Entity's financial reporting responsibilities under the Australian Charities and Not-for-profits Commission Act 2012. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

**Responsibilities of the Management Committee for the Financial Report**

The Management Committee of the Registered Entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Australian Charities and Not-for-profits Commission Act 2012 and is appropriate to meet the needs of the members. The Management Committees' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Management Committee is responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the committee either intend to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

**Auditor's Responsibilities for the Audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Registered Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Management Committee.

**NEIGHBOURHOOD CENTRES QUEENSLAND INC.**  
**ABN: 55 675 124 337**  
**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF**  
**NEIGHBOURHOOD CENTRES QUEENSLAND INC.**

- Conclude on the appropriateness of the committees use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Management Committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Auditor's name and signature:



Graeme Shepherd, Registered Company Auditor No 15264

**sps audit**

Address:

Unit 9, Serenity Waters  
123 Brisbane Road  
Mooloolaba QLD 4557

Dated this                      26th                      day of                      October                      2023

**NEIGHBOURHOOD CENTRES QUEENSLAND INC****ABN: 55 675 124 337****Supplementary Information****For The Year Ended 30 June 2023**

The additional financial data presented on the following pages is in accordance with the books and records of the Association which have been subjected to the same auditing procedures applied in our audit of the Association for the financial period ended **30 June 2023**.



## Profit and Loss

Neighbourhood Centres Queensland Inc.  
For the year ended 30 June 2023

Funding source is 2122 Bushfire2.

Account	2023	2022
<b>Trading Income</b>		
DCHDE - BF2	9,502.00	0.00
Grant Income	0.00	85,519.00
<b>Total Trading Income</b>	<b>9,502.00</b>	<b>85,519.00</b>
<b>Gross Profit</b>	<b>9,502.00</b>	<b>85,519.00</b>
<b>Operating Expenses</b>		
Administration Fees.	0.00	14,110.63
Equipment under \$1000	0.00	225.27
Meeting & Liaison Expenses	0.00	256.71
Mobile Phone Expenses	0.00	300.00
MV Fuel & Oil	0.00	70.22
Other Expenses	0.00	5,827.30
Post, Print & Stationery	0.00	399.00
Rent	0.00	770.00
Staff - Portable LSL	0.00	861.71
Staff - Superannuation	0.00	6,945.05
Staff - Wages & Salaries	0.00	63,571.38
Travel - Accommodation	0.00	409.09
Travel - Airfares	0.00	739.09
Travel - Car Rental	0.00	285.45
Travel - Meals	0.00	153.54
Travel - Taxis, Trains, Parking	0.00	191.38
<b>Total Operating Expenses</b>	<b>0.00</b>	<b>95,115.82</b>
<b>Net Profit</b>	<b>9,502.00</b>	<b>(9,596.82)</b>

## Profit and Loss

Neighbourhood Centres Queensland Inc.

For the year ended 30 June 2023

Funding source is 2223 Cat C SCRP Con-14089.

Account	2023	2022
<b>Trading Income</b>		
Con-14089 Cat C SCRP	26,021.42	0.00
<b>Total Trading Income</b>	<b>26,021.42</b>	<b>0.00</b>
<b>Gross Profit</b>	<b>26,021.42</b>	<b>0.00</b>
<b>Operating Expenses</b>		
Staff - Superannuation	2,887.43	0.00
Staff - Wages & Salaries	23,133.99	0.00
<b>Total Operating Expenses</b>	<b>26,021.42</b>	<b>0.00</b>
<b>Net Profit</b>	<b>(0.00)</b>	<b>0.00</b>

## Profit and Loss

Neighbourhood Centres Queensland Inc.  
For the year ended 30 June 2023

Funding source is 2122 FDF.

Account	2023	2022
<b>Trading Income</b>		
Future Drought Fund	18,696.00	28,044.00
<b>Total Trading Income</b>	<b>18,696.00</b>	<b>28,044.00</b>
<b>Gross Profit</b>	<b>18,696.00</b>	<b>28,044.00</b>
<b>Operating Expenses</b>		
Administration Fees.	0.00	6,096.00
Bank Fees	1.04	0.00
Bookkeeping Fees	0.00	550.00
Consultants Fees	13,636.36	0.00
Meeting & Liaison Expenses	61.45	0.00
Other Expenses	5,636.36	0.00
Post, Print & Stationery	58.00	129.64
Rent	1,150.00	1,150.00
Staff - Wages & Salaries	5,259.84	4,940.00
Travel - Accommodation	2,700.91	0.00
Travel - Airfares	2,516.02	0.00
Travel - Car Rental	1,363.22	0.00
Travel - Fuel & oil	385.95	0.00
Travel - Insurance	121.82	0.00
Travel - Meals	730.27	55.00
Travel - Taxis, Trains, Parking	198.12	0.00
<b>Total Operating Expenses</b>	<b>33,819.36</b>	<b>12,920.64</b>
<b>Net Profit</b>	<b>(15,123.36)</b>	<b>15,123.36</b>



## Profit and Loss

Neighbourhood Centres Queensland Inc.  
For the year ended 30 June 2023

Funding source is 2122 Operating, NCQ Administration, Unassigned.

Account	2023	2022
<b>Trading Income</b>		
Administration Fees	74,550.17	51,013.29
Bendigo Trust distribution	2,915.89	1,089.01
Community Services Industry Alliance (CSIA)	9,000.00	0.00
Good Shepherd - Financial Resilience MOU	101,226.09	14,479.00
Grant Income	0.00	1,000.00
Interest Received	2,105.20	62.01
Membership Fees	12,000.00	8,200.00
Other Income	346.00	28,199.00
<b>Total Trading Income</b>	<b>202,143.35</b>	<b>104,042.31</b>
<b>Gross Profit</b>	<b>202,143.35</b>	<b>104,042.31</b>
<b>Operating Expenses</b>		
Accounting/Audit Fees	3,090.00	5,720.00
Advertising & Promotion	200.00	1,752.92
Bank Fees	57.25	46.55
BAS Rounding	(0.01)	0.00
Bookkeeping Fees	1,960.00	3,087.50
Consultants Fees	14,390.10	5,671.32
Depreciation	2,405.61	795.24
Insurance Costs	1,619.23	1,130.95
IT - Computer hardware and peripherals	1,310.41	370.90
IT - Internet Expenses	315.00	157.50
IT - Managed services	6,473.67	0.00
IT - Software	907.17	688.63
IT - Website	63.64	0.00
Legal Fees	6,160.00	2,727.27
Licences & Fees	23.77	303.65
MCNC Hosting Fees	0.00	1,418.18
Meeting & Liaison Expenses	2,781.89	1,166.92
Mobile Phone Expenses	18.17	0.00
MV Fuel & Oil	0.00	484.80
Other Expenses	709.77	(19.95)
Post, Print & Stationery	1,058.18	510.93
Recruitment Expense	1,124.08	0.00
Rent	20,910.77	1,355.50
Sponsorship - Community Impact Awards	10,000.00	0.00
Staff - Annual Leave and LSL	6,355.92	7,150.24
Staff - Conferences & workshops	0.00	700.00
Staff - Portable LSL	0.00	1,437.47
Staff - Superannuation	1,666.87	12,965.40
Staff - Training	718.18	763.64
Staff - Wages & Salaries	20,308.70	120,984.30
Stripe Fees	22.10	0.00
Subscriptions/Memberships	1,639.67	477.27
Technology	0.00	25,600.57
Travel - Accommodation	2,909.15	353.63
Travel - Airfares	2,536.94	0.00
Travel - Car Rental	0.00	185.45
Travel - Fuel & oil	86.77	0.00
Travel - Insurance	333.01	0.00
Travel - km travel reimbursement	170.93	0.00
Travel - Meals	1,186.33	333.62
Travel - Taxis, Trains, Parking	506.96	101.27
<b>Total Operating Expenses</b>	<b>114,020.23</b>	<b>198,421.67</b>
<b>Net Profit</b>	<b>88,123.12</b>	<b>(94,379.36)</b>

## Profit and Loss

Neighbourhood Centres Queensland Inc.  
For the year ended 30 June 2023

Funding source is 2223 NCQ Peak Con-12509.

Account	2023	2022
<b>Trading Income</b>		
Administration Fees	70,524.45	0.00
Con-12509 DCHDE - Peak	399,638.55	0.00
<b>Total Trading Income</b>	<b>470,163.00</b>	<b>0.00</b>
<b>Gross Profit</b>	<b>470,163.00</b>	<b>0.00</b>
<b>Operating Expenses</b>		
Administration Fees.	70,524.45	0.00
Advertising & Promotion	38.29	0.00
Bank Fees	4.79	0.00
Meeting & Liaison Expenses	824.73	0.00
Mobile Phone Expenses	236.23	0.00
Other Expenses	373.64	0.00
Post, Print & Stationery	779.95	0.00
Rent	286.00	0.00
Staff - Conferences & workshops	2,417.25	0.00
Staff - Portable LSL	7,433.40	0.00
Staff - Superannuation	35,586.39	0.00
Staff - Training	2,443.79	0.00
Staff - Wages & Salaries	342,111.14	0.00
Staff - Work Cover Premiums	1,553.87	0.00
Subscriptions/Memberships	1,912.44	0.00
Travel - Accommodation	904.52	0.00
Travel - Airfares	602.00	0.00
Travel - Car Rental	290.90	0.00
Travel - km travel reimbursement	991.52	0.00
Travel - Meals	543.80	0.00
Travel - Taxis, Trains, Parking	303.83	0.00
<b>Total Operating Expenses</b>	<b>470,162.93</b>	<b>0.00</b>
<b>Net Profit</b>	<b>0.07</b>	<b>0.00</b>

## Profit and Loss

Neighbourhood Centres Queensland Inc.  
For the year ended 30 June 2023

Funding source is QFFFRG1 Con-14375.

Account	2023	2022
<b>Trading Income</b>		
Administration Fees	4,025.72	0.00
Con-14375 QFFFRG 1	25,297.99	0.00
<b>Total Trading Income</b>	<b>29,323.71</b>	<b>0.00</b>
<b>Gross Profit</b>	<b>29,323.71</b>	<b>0.00</b>
<b>Operating Expenses</b>		
Advertising & Promotion	4,113.37	0.00
Allocated Management fee	4,025.72	0.00
Disaster and Management conference	9,418.18	0.00
Staff - Superannuation	1,136.86	0.00
Staff - Wages & Salaries	10,629.58	0.00
<b>Total Operating Expenses</b>	<b>29,323.71</b>	<b>0.00</b>
<b>Net Profit</b>	<b>0.00</b>	<b>0.00</b>



## Profit and Loss

Neighbourhood Centres Queensland Inc.  
For the year ended 30 June 2023

Funding source is 2122 QRRRF.

Account	2023	2022
<b>Trading Income</b>		
Administration Fees	0.00	6,543.29
Grant Income	0.00	33,113.06
QRRRF	92,531.48	0.00
<b>Total Trading Income</b>	<b>92,531.48</b>	<b>39,656.35</b>
<b>Gross Profit</b>	<b>92,531.48</b>	<b>39,656.35</b>
<b>Operating Expenses</b>		
Administration Fees.	0.00	6,543.29
Advertising & Promotion	1,000.00	0.00
Equipment under \$1000	0.00	64.62
IT - Computer hardware and peripherals	0.00	1,089.99
Meeting & Liaison Expenses	45.44	19.08
Other Expenses	0.00	909.10
Post, Print & Stationery	0.00	500.00
Rent	0.00	572.00
Staff - Portable LSL	0.00	355.93
Staff - Superannuation	7,827.31	4,402.38
Staff - Wages & Salaries	72,515.14	43,958.03
Travel - Taxis, Trains, Parking	25.77	11.94
<b>Total Operating Expenses</b>	<b>81,413.66</b>	<b>58,426.36</b>
<b>Net Profit</b>	<b>11,117.82</b>	<b>(18,770.01)</b>

